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PATENT APPLICATION

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TRANSMITTAL FOR U.S. PATENT APPLICATION  
UNDER 37 CFR §1.53(b)

**MAIL STOP PATENT APPLICATION**  
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Sir:

Transmitted herewith for filing is the original patent application of:

Inventors: Bolzman, et al.  
For: ***System and Method for Identifying and Monitoring Best Practices of  
an Enterprise***

Enclosed are:

1. Specification, including 38 Claims and Abstract (67 pages);
2. Drawings (10 pages);
3. This Transmittal form (1 page);
4. Certificate of Mailing by Express Mail (1 page); and
5. Baker Botts L.L.P. return receipt postcard (1 card).

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Date: April 15, 2004

CORRESPONDENCE ADDRESS:

Customer Number

**35005**

Patent Trademark Office

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of: Bolzman, et al.

Title: SYSTEM AND METHOD FOR IDENTIFYING AND  
MONITORING BEST PRACTICES OF AN ENTERPRISE

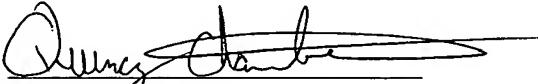
**MAIL STOP PATENT APPLICATION**

Commissioner For Patents  
P.O. Box 1450  
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Dear Sir:

**CERTIFICATE OF MAILING BY EXPRESS MAIL**

I hereby certify that the attached Patent Application (67 pages, including Specification, Claims, and Abstract), Drawings (10 pages), Patent Transmittal (1 page), a Baker Botts acknowledgment postcard (1 card), and this Certificate of Mailing are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. § 1.10 on this 15th day of April, 2004 and is addressed to Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.



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